



STEVE WESTLY
California State Controller

April 18, 2006

Dear Friends at Franchise Tax Board:

As State Controller and Franchise Tax Board Chair, I serve on 62 state boards and commissions. When it comes to the FTB, I have a feeling that "thank you" isn't a term you hear very often.

So, let me say it.

Thank you for showing your dedication and efficiency during this tax season. When it comes to excellence in state government, few agencies rival the FTB.

I applaud your efforts and professionalism during this annual deluge of tax returns. My staff tells me that as of yesterday, you received nearly 11 million tax returns, issued more than 7 million refunds, deposited more than \$10 billion in payments, answered more than 600,000 phone calls, and had nearly 40,000 field office visits—all since January. You're doing a tremendous service for the citizens of California.

Your innovation in e-service offerings is a national model. Beyond that, your patience and understanding in dealing with anxious taxpayers exemplifies the best in customer service.

Sincerely,

A handwritten signature in black ink that reads "Steve Westly". The signature is written in a cursive, flowing style.